![State of Delaware Office of the Governor seal]

State of Delaware
Office of the Governor

Gov. Minner Announces 2004 Delaware Quality Award Winners

Newark – Governor Ruth Ann Minner today presented the 2004 Delaware Quality Award to seven organizations and agencies that have demonstrated excellence in the services they provide to clients, customers and state residents.

"I am always pleased to announce these awards each year, recognizing those in the public and private sector who excel in their efforts to provide quality services for the people of Delaware," Gov. Minner said. "I commend and congratulate each of the winners for their dedication and commitment to excellence."

The Delaware Division of Revenue received the Gore Award for Performance Excellence, which recognizes Delaware organizations with the highest levels of performance and which are role models in all seven criteria categories—leadership, strategic planning, customer focus, measurement and analysis, human resources focus, process management and results.

Receiving the Quality Commitment Award, which recognizes organizations getting started in their quality journey, were Chimes Delaware and the Delaware Division of Libraries. Four organizations received the Merit Award, which recognizes organizations that demonstrate significant progress in their efforts to provide quality performance. The Merit Award winners are: the Delaware Department of Services for Children, Youth and Their Families; the Training and Development Unit of the State Personnel Office; the Division of Medical Affairs at Beebe Medical Center; and the Corporation Service Company.

The Delaware Quality Award is presented in honor of entrepreneur W.L. Gore and was established in 1992 by a public-private partnership between the Delaware Quality Consortium and the Delaware Economic Development Office. The program is based on the Malcolm Baldrige National Quality Award criteria, which include the categories listed above.

- 30 -